



Coaching, Evaluating and Delivering Constructive Feedback – Learning Series

Topic V: The EARN Feedback Process for Positive & Negative Situations

Feedback Scenarios Worksheet

Delivering feedback is an important component of the coaching relationship. To support your ability to provide clear and concise feedback, the EARN (i.e., Event, Action, Result, Next Steps) Feedback Process was presented.

This worksheet will guide you through a few scenarios to help you identify the components of the EARN Feedback Process and the elements of strong feedback statements.

Note: *You do not need to submit your worksheet; the Answer Key will be sent within the next week.*

1. **Feedback Scenario:** Alex is Vidia's manager. Recently Vidia has been working long hours to finish up a complex report that is due at the end of the month. Alex wants to recognize Vidia's ownership of this complicated work and her commitment to handing in quality work. During their weekly one-on-one meeting, Alex says to Vidia, "Over the past month, you've been doing a great job on the report." and they move to the next topic.

Question: What component(s) of the EARN Feedback Process did Alex not address in his conversation with Vidia?

- a. Result & Next Steps
- b. Result
- c. Action & Result
- d. Next Steps

2. **Feedback Scenario:** In the past week, Rob has been late to work twice. Rob's manager, Charlie, is concerned because Rob has a lot on his plate. Charlie stops by Rob's desk to check in, and since there's no one else around, he takes the opportunity to ask Rob about his tardiness. "You were late. Are you getting everything done?"

Question: Which component(s) of the EARN Feedback Process did Charlie not address in his conversation with Rob?

- a. Event, Action, Result & Next Steps
- b. Action, Result & Next Steps
- c. Event & Result
- d. Result & Next Steps

3. **Feedback Scenario:** At a recognition ceremony last night, Dana received a prestigious award for work she's been championing in her Agency for years. When her boss, Mike, sees her the next day, he shakes her hand and says, "Good job!"

Question: Which component(s) of the EARN Feedback Process did Mike not address in his conversation with Dana?

- a. Event, Action & Next Steps
- b. Event & Actions
- c. Event & Result & Next Steps

